



SOCIAL VALUE

REPORT

APRIL 2023- MARCH 2024



1. EXECUTIVE SUMMARY

The purpose of this report is to summarise Arcus' Social Value work and its impact for the year 2023-2024.

Social Value is one of Arcus' five strategic pillars. It is a core driver in helping Arcus achieve its vision:

'To provide outstanding FM services- technology led, people driven.'

Our **definition** of Social Value (SV) at Arcus is 'the act of giving back to our communities and to our society, leaving it better off because of our interventions'.

In 2023-2024 we continued to prioritise interventions which aim to support and improve the lives of individuals in the following four under-represented groups:

1. Young people in particular care leavers.
2. Those serving or soon to be released from prison.
3. Ex-services personnel.
4. Individuals with health conditions.

A significant outcome this year was that Arcus achieved The Sustainable Facilities Management Index (SFMI) Gold award for our demonstrable commitment to Sustainability. Having maintained the silver award for the past two years, we are proud to have progressed 6% in the society category which helped us achieve Gold. This year we have also continued to work towards our Social Value strategy 2022-2027 with the prominent action areas being Employability and Community Work.

Employability: At Arcus we recognise how important employment opportunities can be to marginalised groups. We have maintained and grown relationships with our 20 Social Value partners, continuing to collaborate with them on employability interventions which has enabled

us to continue offering employment to individuals in our four priority groups.

Where employment was not possible or the best solution, we offered meaningful work experience (WEX) opportunities. If requested, we can provide specialist career information and advice to candidates on an individual basis. To target individuals in our under-represented groups we hosted a series of career fairs, employer talks and visits to colleges and prisons.

Community Work: This year we continued to support communities nationally through our Arcus in the Community (AitC) scheme, whereby our colleagues have the opportunity to nominate their chosen charity, organisation or club to receive a donation or DIY support. This year Arcus supported 21 causes nominated by colleagues.

Further to this, Arcus' Christmas 2023 raffle supported Whizz Kidz, a charity that provides high quality personalised wheelchairs for young wheelchair users. They also provide confidence building activities and campaign for inclusivity.

To measure our Social Value impact and track our efforts, we complete the Social Value Portal's 'National TOMs Framework' (Themes, Outcomes, Measure) each year. This framework provides a Social/Local economic value of the impact of our Social Value work with individuals and communities.

In 2023- 2024 the monetary value our work added to society totalled £102,082,746.52, this is an increase of over £16 million from last year. (See Appendix 3 for the details behind the TOMS Calculator).

WE MAKE A
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- WINSTON CHURCHILL

2. BACKGROUND

While the UK economy began to recover from a recession in the second half of 2023, our work unfolded against this backdrop and a persistent cost-of-living crisis. Despite these challenges, Arcus successfully developed its Social Value initiatives and continued to support our four under-represented groups.

We recognise that while the impact of our ongoing work within these underrepresented groups and local communities is small, it is very personal with every intervention having the potential to change the trajectory of that participant's life and the lives of their families. This is recognised in our Social Value commitment statement:

We at Arcus FM recognise that we reflect the wider community in which our business exists, and we will play our part in contributing to the health of our communities.

We are extremely proud of our Social Value work and continue to raise awareness of Arcus as a Social Value employer. An added benefit of our work is that our positive reputation can enhance our chances of winning new contracts and support our growth ambitions. By showcasing our Social Value work, we can attract talent, as individuals will want to work for a diverse company that positively supports disadvantaged individuals and local communities. Arcus colleagues have the opportunity to support Social Value initiatives, for example, by supporting a care leaver with work experience, undertaking a DIY project for a charity, or nominating their children's team for funding through Arcus in the Community (AitC). Colleague retention can also benefit from our work as our colleagues will feel a sense of pride and fulfilment working at Arcus, knowing that together we are having a positive impact on the following statistics:

- In 2022 37.7% of care leavers aged 19-21 were NEETs, compared to 13% of all 18-24 year olds ([Source](#))
- There has been a 7% increase since 2019 of young people who age out of the care system ([Source](#))
- 30% of prison leavers are in work after 6 months of release ([Source](#)).
- The economic and social cost of reoffending in England and Wales is £18 billion ([Source](#))
- There are 8.4 million disabled people in the UK, yet only 4.4 million of those are in employment ([Source](#))
- The proportion of working age disabled people living in poverty is 27%, which is 8% higher than the proportion of working age non-disabled people ([Source](#))
- Around 16,000 men and women leave the armed forces each year ([Source](#))



3. OUTCOMES

EMPLOYABILITY

Most of our Social Value aims are supported through partnerships with our 20 Social Value partners, which are various charities, social enterprises, and employment services that directly support our four priority groups. During 2023-2024, we grew our partners from 19 to 20 and continued to strengthen existing partnerships (see Appendix 2: Arcus FM Social Value Partners).

Employability Aim:

To increase year-on-year number of job offers made to Social Value partner applicants.



Metric/KPI: x43 in 2023-24



Actual: x73

All of Arcus' Social Value partners support disadvantaged individuals who may be unable to gain employment due to barriers such as unspent criminal convictions, long-term unemployment, or health conditions. We have several partners who are contract providers for Department for Work and Pensions employability programmes such as Restart and the Work and Health Programme.

By working with our partners, we exceeded our target metric of 43, thereby contributing to decreasing unemployment among our four disadvantaged groups by bringing them into sustainable employment at Arcus.

Of the 73 individuals from Social Value partners who we employed:

- 30 were long-term unemployed for 12 months or more.
- Three were prison leavers (rehabilitating ex-offenders).
- One was a veteran.
- Six had a disability.
- Three were NEETs (not in Employment, Education or training).
- One was a care leaver.

As well as the 73, we also recruited an additional 23 individuals with disabilities and 14 ex-services personnel not from Social Value partners.

WORK EXPERIENCE

Where we are unable to support participants with paid employment, a great alternative is work experience (WEX). This year, we had to put a hold on WEX to develop and implement a more robust procedure, policy, and relevant forms. This meant we did not meet our WEX target; however, our new process allows candidates to gain more experience in the job application process as they need to submit a WEX application and undergo a WEX interview before they start the placement.

Employability Aim:

To increase year-on-year number of WEX opportunities, 10% of which are for Social Value participants.



Metric/KPI: minimum x13 in 2023-24



Actual: x10 (70% were Social Value participants)

WEX is proven to enhance an individual's employability prospects, as supported by the following data:

- More than 80% of young people felt they were more attractive to employers following work experience ([Source](#))
- There has been a declining trend in work experience opportunities, 65% of 18-21 year olds completed at least one work experience compared to 81% of 26-30 year olds ([Source](#))
- Attending a work experience at secondary school age, can reduce the probability of becoming a NEET (not in education, employment, training) from 11% to 7%.

Arcus WEX opportunities are available to anyone of any age and stage in their career, subject to a successful application. These opportunities provide an insight into the world of work for individuals who are unemployed, looking for a change in career, their first job or are returning to work. Participants benefit from an Arcus WEX by gaining insight into a potential career they aspire to, their confidence levels are improved and their employability prospects enhanced. This year we supported several candidates from Social Value partners with a WEX including individuals serving in the Armed forces, a care leaver, college students and family members of colleagues.

WEX also benefits Arcus because it allows us to create a talent pool of future candidates, who are already aware of how Arcus operates. We received the following feedback from some of our candidates.

A candidate transitioning from the Royal Navy said:

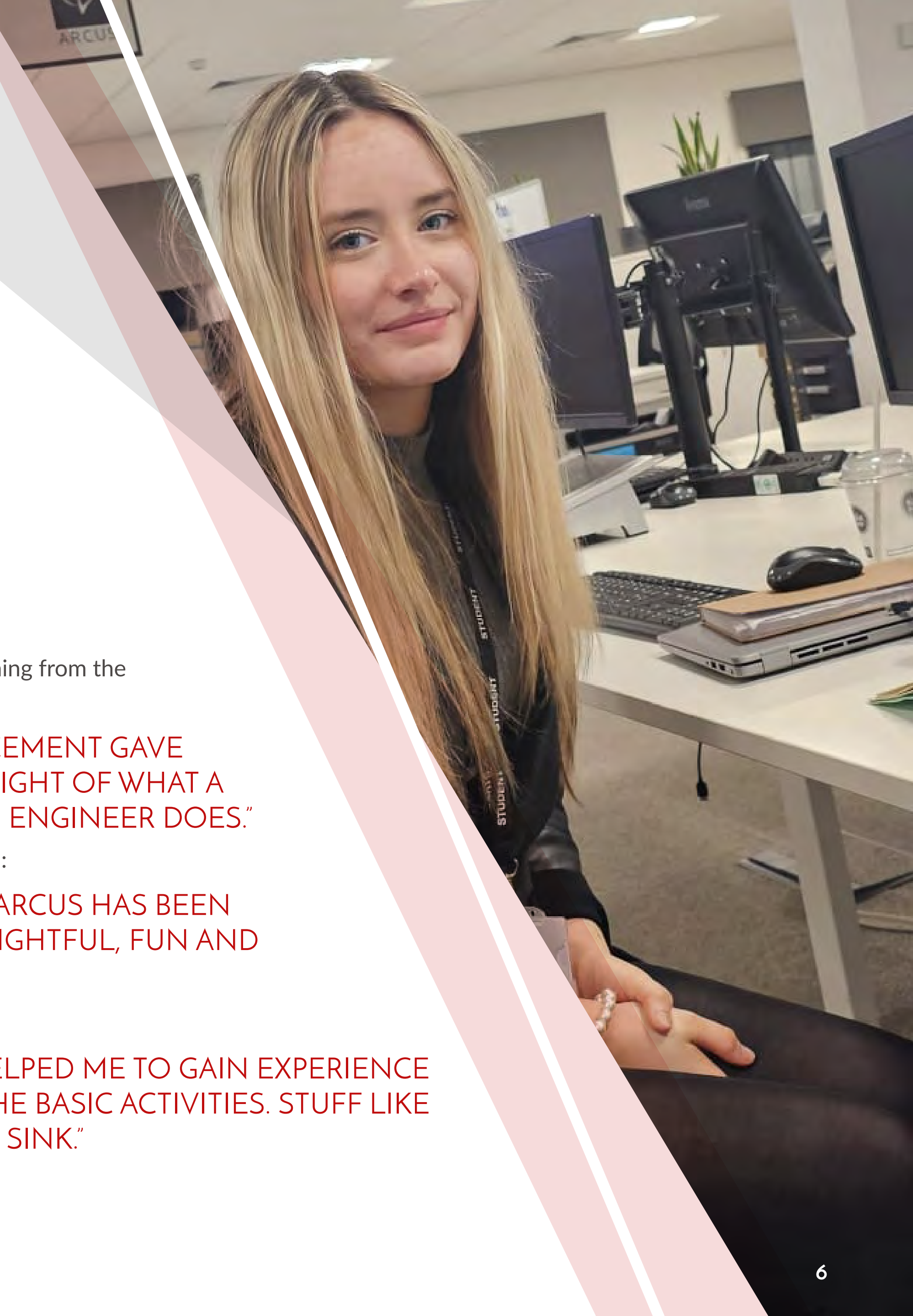
"MY WORK PLACEMENT GAVE ME A GOOD INSIGHT OF WHAT A REFRIGERATION ENGINEER DOES."

A college student said:

"MY TIME WITH ARCUS HAS BEEN EXTREMELY INSIGHTFUL, FUN AND EDUCATIONAL."

A care leaver said:

"IT ACTUALLY HELPED ME TO GAIN EXPERIENCE SPECIFICALLY THE BASIC ACTIVITIES. STUFF LIKE FIXING TOILETS, SINK."



Employability Aim:

Arcus colleagues to offer a minimum number of career coaching / advice sessions which support individuals from our marginalised groups into employment.



Metric/KPI: minimum x3 in 2023-24



Actual: x1

Marginalised individuals may not always have the facilities or contacts to find out about different specialist careers such as Refrigeration Engineering, Mechanical and Electrical Engineering, Marketing, Finance etc. Therefore, we offer Social Value participants the opportunity to speak to one of our colleagues who specialise in a career they are particularly interested in.

During a mentoring session participants can ask about day-to-day life, qualifications/skills required and what jobs to apply for. The coaching sessions can be really impactful to a participant who is unsure on which career to pursue, and it allows them to begin to build a network in a field they are interested in. Our Marketing and Communications work experience student spent the morning with our Head of Marketing to discuss next steps in her career and to learn more about the marketing industry in general.

Unfortunately, we didn't meet our target for career coaching primarily due to the pause on work experience, as mentioned above. This meant we weren't in a position to offer career coaching as most candidates who receive coaching would like to also experience the career through a placement.

Employability Aim:

Participate in employer fairs, talks and visits to schools, colleges, prisons and armed forces personnel, helping prepare people for work, to promote Arcus as an inclusive employer and to encourage applications.



Metric/KPI: minimum x10 in 2023-24



Actual: x19

Participating in employer fairs is important to us as a company because we can raise awareness of Arcus, our roles and we can meet individuals from diverse backgrounds. However, it is also extremely impactful and motivational to the candidates who attend. Some more reasons why this is an important employability aim:

- Just over 50% of students feel career talks are positive for learning new useful information ([Source](#))
- Research by Education and Employers Taskforce highlights that four or more student-employer encounters reduce the likelihood of a student becoming a NEET by 86% ([Source](#))
- A careers charity study found pupils who heard directly from employers about the realities of getting a job went on to get better grades. ([Source](#))



CAREERS FAIRS

Of the **19** careers fairs that Arcus attended, 14 were Social Value related events:

Prison employment events: This year, Arcus delivered five in-prison employment events with the support of our Social Value Partners (SVPs). During these events, we spoke to candidates preparing to leave prison. All candidates had the opportunity to speak to us individually and ask questions about Facilities Management or Arcus:

- HMP Hewell with Beating Time.
- HMP Birmingham with Beating Time.
- HMP East Sutton Park Employer Day.
- HMP East Sutton Park information session.
- HMP Stoke Heath with New futures Network (NFN).

DWP Black History Month Employers event: We attended a career fair hosted by the DWP, themed 'Celebrating our Sisters'. We spoke to several job seekers looking for employment and other opportunities. We discussed each candidate's career history and the opportunities available at Arcus.

Virtual career events for veterans: We hosted two events for those in the armed forces who are transitioning. During these events, we spoke to approximately 135 service leavers about Arcus, our opportunities, and the Facilities Management industry:

- Career transition partnership (CTP) virtual event.
- Job Oppo virtual event.

Career events with SVPs: Arcus delivered six events with some of our Social Value partners. During these events, we had the opportunity to speak to many different candidates looking for employment:

- Catch 22 in person jobs fair.
- Fedcap Edinburgh open day.
- Fedcap Ayr open day.
- Catch 22 Refugees & Net Zero green jobs.
- Catch 22 information session.
- Catch 22 Care leavers into careers.

“Our Social Value strategy is important to me and to the soft services team at Arcus because it allows us to give disadvantaged people the opportunity to get back into work. By working hard they are in a position to earn money for themselves and their family, and can go on to enjoy a stable life, and a long term career with us. The opportunities Arcus gives to people can be life changing.”

– Derek Quinn: Managing Director Soft Services

Employability Aim:

Engage and collaborate with external stakeholders on SV interventions.



Metric/KPI: support a minimum **x3** initiatives, schemes, or projects through our Social Value partners



Actual: x3

THE BIG GIVE & THE RECRUITMENT JUNCTION

Arcus donated £250 to our Social Value partner, The Recruitment Junction, which was doubled through the Big Give's match funding platform to £500. Our donation provided 10 Christmas hampers to candidates newly released from prison, who were either still seeking employment or had recently been placed into work. The hampers were filled with Christmas treats such as chocolates, biscuits, mince pies, and Christmas pudding. Each individual also receives three small gifts, including one for a child. The rest of the funds were donated to The Recruitment Junction's Hardship Fund which supports individuals newly released from prison in practical ways to find employment. For example funds are used to purchase interview clothes, travel passes etc.



THE ROWLAND HILL FUND

The Rowland Hill fund is a Royal Mail charity that offers vital financial grants to postal people during times of hardships. Arcus donated £1000 of sponsorship to cyclists from the Royal Mail completing a 200-mile cycle and climb over the Tuscan mountains.

MACMILLAN FUNDRAISER

Trios, a recent addition to Arcus, organised several fundraising events to raise money for Macmillan Cancer Support. The charity provides care and additional support to individuals affected by cancer, including emotional, practical, and financial assistance. The first event was a charity football match organised through Business Fives, which enabled us to fundraise for Macmillan while promoting active lifestyles. Additionally, there were three coffee mornings held at Trios offices, with Arcus contributing £500 towards the total amount raised, which was £1,331.



ARCUS IN THE COMMUNITY (AitC)

Arcus in the Community provides colleagues with the opportunity to nominate their chosen charity, organisation or community project, for financial and/or labour support. AitC runs twice annually, in June and January.

The AitC committee prioritises nominations in support of our four marginalised groups, as well as requests from colleagues who have a strong association to an organisation, for example, if they have received support from the charity or if they volunteer with them. In 2023-24 we received a record number of AitC nominations and supported 21 causes, to the total value of £9173.79. Some examples of the causes we have supported: (please see Appendix one for full list of nominees)

Fisher House: £500 to a charity which supports military personnel and their families when they are receiving treatment at the Queen Elizabeth Hospital in Birmingham. The charity supports veterans by providing them and their families with free accommodation while they are in hospital. The donation provided a veteran and their family with a 13-night stay.



67th Birmingham Girls Brigade: £500 to a girl's brigade group, which has around 35 girls aged 4-18. Many of the girls come from disadvantaged backgrounds. The focus of the group is to teach the girls important life skills and grow their confidence. The donation supplied the group with new stationary games and equipment.



Community Work Aim:

Arcus annually contributes a minimum amount to worthwhile causes connected to our four priority groups.

Metric/KPI: minimum £4,000 annual donations through Arcus in the Community.

Arcus Christmas Raffle held in aid of a nominated charity.

One additional fundraising initiative available to Arcus colleagues.

Actual: £19,408.79



AitC:
£9,173.79



Christmas Raffle – Whizz Kidz:
£9,340



Wear It Pink' – Breast Cancer Now:
£395



Macmillan Fundraiser:
£500

Sebby's Corner: Arcus donated £500 to a children's charity which supports people living in poverty, temporary accommodation, refugees and victims of domestic abuse. They support families in need with essential items such as baby equipment, food and clothing.



St Marys Leyton Parish Church: Arcus donated £500 to the church to support their weekly community events including their 'Hey Baby' baby group, which provides a safe place for babies and toddlers to play, and 'Leyton Lighthouse' which offers attendees lunch; hot drinks and life skills training in CV writing, financial management and gardening'.



“Arcus is dedicated to integrating sustainability into all aspects of our business, adhering to Environmental, Social, and Governance (ESG) standards.

Social Value is a core pillar of our business vision, driving our commitment to positively impact the communities we operate in. Our Social Value Strategy drives our vision for the future and is key to supporting our growth ambitions.”

– Samantha Howatson: Risk and Sustainability Lead.

CHRISTMAS RAFFLE

Every year Arcus holds a Christmas raffle, where all funds raised are donated to a chosen charity. This year, we supported Whizz Kidz, a charity that assists young wheelchair users by providing specialised wheelchairs to enhance their lives. Whizz Kidz was chosen as it aligns with two of our four priority groups: individuals with health conditions and young people. We offered a total of 64 prizes, some donated by our suppliers and others purchased by Arcus. We surpassed our target and raised a record amount of £9,346 through the Arcus Christmas raffle. As in previous years, Arcus match funded this amount, which will be used to support AitC in 2024-25.



FOOD BANK

This year, as part of our second fundraising initiative, we launched a foodbank campaign. We chose this collection in response to the rising cost of living and inflation. The aim of this campaign was to not only receive donations but also to raise awareness where colleagues can receive support if they need it. Donation points were held at our office locations in Redditch, Upminster, Glasgow and Stevenage.

All donations from Upminster, Glasgow and Stevenage were donated to local Trussell Trust centres which provide emergency food and support to individuals in need.

Our Redditch office supported the Friends of Isaac's foodbank, a charity that maintains multiple food pantry sheds around Redditch, allowing individuals to collect the food they need.



'WEAR IT PINK' BREAST CANCER NOW

FUNDRAISER

Both our Cirencester and Erdington offices hosted a bake sale, tombola and games to raise money for Breast Cancer Now. This charity supports individuals affected by breast cancer by providing support and conducting research to improve treatment. £395 was raised for Breast Cancer Now.



REQUEST FROM THE CARE LEAVER

COVENANT (CLC)

At the request of the CLC to support a care leaver struggling to pay her heating bills, our team installed a carpet and curtain poles in her flat. This project was carried out in partnership with one of Arcus' suppliers, Business Industrial Solutions, who generously donated the necessary materials while our Arcus colleagues completed the work.



PEST-PROOFING AN INFESTED HOUSE

Arcus sent three pest-proofing colleagues to address a rat infestation in the home of a young family. The couple, who had recently had a baby and moved into their new property, were featured on local news due to their struggle with the infestation. Our pest-proofing control manager, Nick Mantle, volunteered to pest-proof the house as the family was not receiving any support.

"We were quite literally rescued by the Arcus Team! They came and managed to proof the whole house, from loft to kitchen, in a single day! They were so professional, and although I was warned they would be 'noisy,' they were far from it! My partner and I are incredibly grateful for their help. We can finally decorate the bedrooms, buy some furniture, stop sleeping on the floor in the lounge, and start living in our family home with our little baby boy. I feel like my nightmare is now over! We will forever be grateful for what they have done for us! Thank you!!"



Community Work Aim:

Volunteering in support of community-based causes or initiatives.



Metric/KPI: minimum x2 charitable DIY projects delivered.



Actual: x3

BFRIENDS WILLOWS HUB

We received a DIY request from the charity Bfriends (Birmingham Children's Trust) for work needed at their recently acquired community hub, The Willows. The Willows is a safe place for local, looked-after children and young adults to receive support, such as washing clothes, having a shower, or eating a hot meal. Life skills training courses, such as budget management and cooking classes, will also be offered at The Willows. The work was necessary to make The Willows a safe, accessible, and inclusive place for children to visit.

Arcus inspected the site, leading our Building Fabric team to determine that enhancing the outdoor area for summer play was necessary. During a 4-day effort at The Willows, three Arcus colleagues focused on improving privacy by erecting fencing, conducting a thorough cleanup, and repairing the mini bandstand roof. Metsä Wood and HSS hire generously donated supplies crucial for the project's success.

The Operations Fundraising Manager at Birmingham Children's trust said "We are very lucky to have had Arcus FM as a partner with us since we started our journey as a charity. Our partners are key in our development of our Community Hub, which is a home for our young people and adults. Developing this outdoor area at The Willows is a big priority of ours, and thanks to the wonderful team at Arcus our young people will now be able to venture outside to enjoy playing and exploring."



OUR COLLEAGUES

OLIVER MORRISON: CHARITY BOXING EVENT FOR CANCER RESEARCH UK



Controlled Environment Manager, Oliver Morrison, completed a charity boxing event with the goal being to raise as much money as possible for [Cancer Research UK](#). Oliver ended up being the highest fighting fundraiser on the night. Oliver raised over £1700 for Cancer research UK.

JESSICA POOLE: CYCLING CHALLENGES FOR MIND

Account Director, Jessica Poole completed several cycling challenges in aid of [Mind](#). Mind is a mental health charity that works across England and Wales to provide, support and advice to individuals suffering with their mental health. As a result, Jessica raised £3000.



EDDIE MANNERS: POPPY SCOTLAND CHARITY CYCLE

Head of Operations, Eddie Manners completed a 47.5 mile cycling route around north Berwick. Eddie raised a total of £495 for [Poppy Scotland](#). Poppy Scotland has been supporting ex-servicemen, women and their families. They provide support with transitioning to civilian life, trauma, homelessness and financial hardship.



ADAM CANNON: SANTA VOLUNTEERING



Area Support Manager, Adam Cannon appeared at a few events volunteering as Santa for Children. Adam made an appearance at Harefield Infants and Junior school where they fundraised for the new forest school. The next appearance was at Barnfield school and children's centre, a lot of families facing poverty attended and were able to receive a gift. Adam worked closely with Sebby's Corner throughout this event, which is a charity connected to the children centre that support families in poverty by providing them with the essentials they need.



ALAN WRIGHT: MOLLY OLLYS' WISHES CYCLING CHALLENGE

Chief Technology Officer, Alan Wright completed a 180 mile cycling challenge for [Molly Ollys](#). This charity supports children with life-threatening illness and their families. The charity helps children gain an understanding of their condition and the treatment they require; they also provide wishes up to £500 to the children. Alan raised over £1500 and has even signed up to do it again this year.

SIMON ASTON: BIRMINGHAM CHILDREN'S HOSPITAL

Internal Comms Officer, Simon Aston completed a 10k steps a day in February to fundraise for the [Birmingham Children's Hospital Charity](#). Birmingham Children's Hospital Charity supports children and their families receiving treatment.



#THANKYOURCLEANER

In aid of Thank Your Cleaner Day, we celebrated the dedicated soft services colleagues who work tirelessly to ensure our customer sites are clean and safe. During this week the cleaning leadership team spent some time on site with our cleaning colleagues thanking them for their continued hard work and shared chocolates with them.



SUPPORTING OUR ARMED FORCES

At Arcus, we take great pride in our workforce, which includes ex-service personnel. Arcus is a signatory of the Armed Forces Covenant and is dedicated to supporting individuals transitioning from the armed forces into civilian life by offering job opportunities and work experience. Additionally, we remain committed to supporting our current veteran workforce through our virtual community, 'Armed Forces Veteran Group' on Viva Engage.

Arcus held a two-minute silence for those who were working, during this time we remembered the service and sacrifice of all those who have defended our freedoms and protected our way of life. During November, we encouraged the veterans in our work force to share photos of when they served with the hashtag #proudtohaveserved.

We continue to be committed to supporting ex-services personnel by having the Career Transition Partnership (CTP) as one of our Social Value partners. This year we hosted an online employment event with the CTP where we spoke to 10-15 transitioning veterans about available opportunities at Arcus. We also recently partnered with Job Oppo, which is a veteran employment community. The community has access to our available roles, and we also held a virtual employment event.

During this event our colleagues spoke to approximately 120 transitioning veterans. These partnerships with CTP, Job Oppo and Forces Families allow us to support more veterans into jobs, work experience or career coaching opportunities. We have employed 15 veterans this year, one was from the CTP.



Eric James



Jim Ramsey



Gareth Forshaw

Our commitment to ex-services personnel and those currently serving, has meant that we have retained our bronze award from the Defence employer recognition scheme (ERS).

Chris Green, CEO said,

“We recognise the broad range of skills service leavers have gained during their time in the Armed Forces, and behaviours including: resilience, discipline, commitment, and organisational skills. We encourage applications from those who have served or are currently serving, who truly deserve every opportunity for a successful second career after they have given so much for their country.”



HIS MAJESTY'S PRISON & PROBATION SERVICE

Arcus has strengthened its relationship with the justice sector, as evidenced by HMPPS continuing to supply notebooks for our new starters. From April 2023 to March 2024, we invested £547.84 in Arcus notebooks for new employees, which are manufactured by serving prisoners. This initiative supports prisoner rehabilitation by providing them with meaningful work.

In further support of individuals connected to the justice sector, we have expanded our partnerships with organizations such as New Futures Network (NFN) and No Going Back (NGB). These collaborations enable us to present our roles and opportunities across a wider range of prisons.

APPENDIX 1: ARCUS IN THE COMMUNITY

SUPPORTED CAUSES

JUNE 2023 CAUSES

1. **67th Birmingham Girls Brigade:** £500 to the girl's brigade, where young girls between the ages of four and 18 have weekly meetings where they can learn about friendship, culture, online safety and more. The Girls Brigade purchase new equipment and toys for the girls.
2. **Fisher House:** £500 to support veterans and their families receiving treatment at Queen Elizabeth Hospital Birmingham. This allows families to be close to their relative without worrying about any costs. Our donation covered 13 nights of stays for a veteran and their family.
3. **Tigers Junior Football Club:** £350 to a children's football club that purchased new tracksuits for the team.
4. **Vale Football Club:** £500 to a local football club to support the team with new training equipment and travel away days.
5. **Mini Hitters:** £500 to a local boxing gym that teaches around 40 children, relies on donations from parents. They spent the donation on new equipment and can invite new children to join.
6. **Normandy Cricket Club:** £500 to a local cricket club, where the funds were used to make the club more energy efficient.
7. **Upminster Scout Club:** £500 to a local children's scout club, to repair a broken roof.
8. **Chorleywood Common Youth FC:** £198.79 to a children's football team, where the money was used to purchase 10 boy's shirts.
9. **Travelodge charity match:** £500 to participate and support a golf fundraiser hosted by our customer Travelodge, for the British Heart Foundation.
10. **Recruitment Junction – Big Give:** £250 to the Recruitment Junction, which is doubled through Big Give. The funds provided Christmas hampers to individuals who have just been released and are currently unemployed.

JANUARY 2024 CAUSES

11. **The Stroke Association:** £200 donation to support individuals affected by stroke.
12. **Irlan Tiger FC:** £300 to a football team to allow them to start a reserve team and purchase new kits.
13. **Whetstone Juniors U12s Panthers:** £500 to a children's football team, where the money was used to purchase new kits for an upcoming tournament.
14. **Five Ways Old Edwardians RFC U11s:** £500 to a boys and girls rugby club so they can buy new equipment.
15. **Herne Bay Youth U9 Predators:** £500 to a youth football club, the money was used for new equipment and kits.
16. **Coundon Court Ladies FC:** £500 to a ladies football club who are using the money to set up player profiling to prevent injuries
17. **Bognor Regis U12 Wolfpack:** £500 to an under 12s rugby team, where the money was used to purchase new equipment.
18. **Lucinda Noyce-Aston (Trip to Peru with CAMP International):** £200 has been donated to Lucinda to facilitate her participation in an outreach event in Peru. This support will enable Lucinda to engage in activities including education, play, and interaction with local children.
19. **Eastbourne Edge Inline Hockey Club:** £500 to a hockey club that supports both adults and children. They used the donation for new storage units to store kits for new starters.
20. **AFC Thomas Brothers:** £500 to a football team who used the donation to purchase new kits.
21. **St Mary's Leyton Parish Church:** £500 donated to a church in Leyton. The donation will support two weekly events that support the local communities. 'Hey Baby', a Monday morning baby/toddler group, provides a safe space for children aged 0-4 to play. 'Leyton Lighthouse' provides lunch and hot drinks with different sessions such as gardening, finance advice, CV workshops. During this event there's also a hygiene, clothing pop up and food pantry.

APPENDIX 2: ARCUS FM SOCIAL VALUE PARTNERS

1. **A Fairer Chance:** Supporting returning citizens.
2. **Beating Time:** Returning citizens primarily in West Midlands and Kent.
3. **Bounce Back:** Returning citizens primarily in and around London.
4. **Care Leaver Covenant:** A national inclusion programme that supports care leavers aged 16-25 to live independently.
5. **Career Transition Partnership (CTP):** National, the official provider of Armed Forces resettlement.
6. **Catch 22:** National, support individuals from disadvantaged backgrounds.
7. **Clean Slate Solutions:** Supporting returning citizens in Teeside and North Yorkshire.
8. **Fedcap:** Supporting individuals from disadvantaged backgrounds in Scotland and South Central.
9. **Ingeus:** Regional, support individuals from disadvantaged backgrounds.
10. **Jobs 22:** Supporting individuals from disadvantaged backgrounds in East central.
11. **Maximus:** Supporting individuals from disadvantaged backgrounds.
12. **New Futures Network:** Apart of HM prison and probation service that supports returning citizens back into employment.
13. **No Going Back:** Supporting returning citizens in and around London.
14. **People Plus:** Supporting individuals from disadvantaged background in Glasgow and Kent.
15. **Recruitment Junction:** Supporting citizens currently serving a prison sentence and those recently released in the Newcastle area.
16. **Reed in Partnership:** Regional, support individuals from disadvantaged backgrounds.
17. **Seetec Pluss:** Regional, support individuals from disadvantaged backgrounds.
18. **Serco:** Supports individuals from disadvantaged backgrounds primarily in Wales and West Central.
19. **Standguide:** Supporting individuals from disadvantaged backgrounds in North and Northeast Lincolnshire.
20. **Thirteen Housing:** A housing association in Northeast, Yorkshire and Humber Region that provides employment support.

APPENDIX 3: NATIONAL TOMS FRAMEWORK

Reference	Measure	Units	Proxy Value	Delivered Number	Delivered Social Value
NT1	No. of full time equivalent direct local employees (FTE) hired or retained for the duration of the contract	no. people FTE	£35,885.00	2,791.30	£100,165,800.50
NT3	No. of full time equivalent employees (FTE) hired on the contract who are long term unemployed (unemployed for a year or longer)	no. people FTE	£20,429.00	20.6	£420,837.40
NT5	No. of full time equivalent employees (FTE) aged 18+ years hired on the contract who are rehabilitating or ex-offenders.	no. people FTE	£24,269.00	2.05	£49,751.45
NT6	No. of full time equivalent disabled employees (FTE) hired on the contract	no. people FTE	£16,605.00	21.1	350,365.50
NT9	No. of weeks of training opportunities (BTEC, City & Guilds, NVQ, HNC – Level 2,3, or 4+) on the contract that have either been completed during the year, or that will be supported by the organisation until completion in the following years	no. weeks	£317.82	172.8	£54,919.63
NT10	No. of weeks of apprenticeships or T-Levels (Level 2,3, or 4) provided on the contract (completed or supported by the organisation)	no. weeks	£251.79	2,483.00	£625,195.99
NT11	No. of hours of 'support into work' assistance provided to unemployed people through career mentoring, including mock interviews, CV advice, and careers guidance	no. hrs (total session duration)*no. attendees	£105.58	53	£5,595.74
NT12	No. of weeks spent on meaningful work placements or pre-employment course; one to six weeks student placements (unpaid)	no. weeks	£194.50	17	£3,306.47
NT13	Meaningful work placements that pay Minimum or National Living wage according to eligibility – six weeks or more (internships)	no. weeks	£194.50	65	£12,642.39

APPENDIX 3: NATIONAL TOMS FRAMEWORK

Reference	Measure	Units	Proxy Value	Delivered Number	Delivered Social Value
NT18	Total amount (£) spent in local supply chain through the contract	£	£0.26	547.84	£142.44
NT21	Equality, diversity and inclusion training provided both for staff and supply chain staff	no. hrs (total session duration)*no. attendees	£101.00	376	£37,976.00
NT28	Donations and/or in-kind contributions to specific local community projects (£ & materials)	£ value	£1.00	19,658.79	£19,658.79
NT29	No. of hours volunteering time provided to support local community projects	no. staff volunteering hours	£16.93	136	£2,302.48
NT20	No. of employees on the contract that have been provided access for at least 12 months to comprehensive and multidimensional wellbeing programmes	No. employees provided access	£130.29	2282	£297,321.78
FM3	Employer's fairs held to encourage local employment in the area	£ invested including staff time	£1.00	11	£11.00
NT4	No. of full time equivalent local employees (FTE) hired on the contract who are NOT in Employment, Education, or Training (NEETs)	No. people FTE	£15,382.90	1.4	£21,536.06
FM6a	No. of full time equivalent local 16-25 y.o. care leavers (FTE) hired on the contract	No. people FTE	£15,382.90	1	£15,382.90
				TOTAL	£102,082,746.52

“Our Social Value strategy is important to Arcus as it allows us to really support in areas where we can make a great deal of difference to individuals. From collecting for our local food bank, to visiting prisons, working with individuals looking to make the next steps to improve their futures, we are really involved in areas which are close to the heart of a lot of colleagues.

We could not continue to do this without all the support from our teams and they put a great deal of effort to make sure we promote these causes and effectively bring teams together which I believe truly encompasses the values Arcus holds. ”

– Gianna Tarantino: Helpdesk Operations Manager



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